

Marlene H. Dortch, Secretary
Federal Communications Commission
Office of the Secretary
445 12th Street, SW
Room TW-A325
Washington, DC 20554

Received & Inspected
NOV 19 2012
FCC Mail Room

CG Docket Nos. 03-123 and 10-51

I am a deaf person who uses Video Relay Services (VRS) for my communication with hearing people. VRS is a communication tool I use every day.

I am writing because I am very concerned about the Federal Communication Commission's (FCC's) recent proposals to change the way VRS works. I can't imagine life without the current services I use. I don't want to see those services change!

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I am concerned that if the FCC's proposals go into effect and there are rate cuts for VRS providers, the quality of my service will suffer. I'm concerned that with very limited resources, VRS providers might have to make changes that would result in longer hold times, unreliable service and less training for interpreters. Hearing people have a choice to choose quality service. I don't want VRS quality to suffer because VRS providers have no choice but to cut aspects of their service.

Please fulfill the promises of the ADA! I want functional equivalency. I want choices – in equipment, providers and quality. Please ensure that the VRS services I currently enjoy are maintained.

Sincerely,

Name: *Tiffany Morgan*

Title: *MRS.*

Address: *3355 W Monroe Ave Chicago, IL 60624*

Telephone Number:

~~773-969-8965~~
(872) 333-6347

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Sincerely,

Name: Mack Jordan

Title:

Address: 4739 S. Ingleside 3rd F/door
Chicago IL 60615

Telephone Number:

773-~~777~~

866-1025

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Sincerely,

Name: *Debra Johnson*

Title:

Address: *4923 So. Hohman, Hammond, Ind*

Telephone Number: *219 228-7674 46320*

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Sincerely,

Name: Marico D. Lewis

Title: MR.

Address: 3355 W. MonroE Ave Chicago IL 60624

Telephone Number: (872) 333-6347

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Sincerely,

Name: Leslie Mercor

Title: Miss

Address: 7346 Oakdale Ave, Hammond, IN 46324

Telephone Number: (219) 814-7281

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Sincerely,

Name: Emily Knuth

Title:

Address: 525 Labor Drive Jacksonville FL 32250

Telephone Number: 217-408-0639

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Name: Joseph Knuth III

Title:

Address: 525 Labor Drive Jacksonville, FL 32250

Telephone Number:

217 408-0639

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Sincerely,

Name: Mario E Clopton

Title: Mr

Address: 4181 W 190th Pl, Country Club Hills, IL 60478

Telephone Number:

708-249-6130

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Sincerely,

Name:

Title:

Address:

Telephone Number:

Armando Gonzalez

NTouch VP

3907 Butternut St.

East Chicago 46312

(219) 354-4026

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Sincerely,

Name: Rachel Fonte

Title: Ntoupup

Address: 3907 Butterworth Street East Chicago 46312

Telephone Number: 219-354-4070

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Sincerely, 

Name: Daniel C. Faz
Title: Material Handle Contract under Gov't
Address: 5903 Misty Lake St., San Antonio, TX 78222
Telephone Number: 210-693-1015

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Sincerely, *Maria E Faz*

Name: Maria Elda Faz
Title: Flow at Target Store
Address: 5903 Misty Lake St., San Antonio, TX 78222
Telephone Number: 210-693-1015

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Sincerely,

Name: *Maureen Wallace*

Title:

Address: *175 W. Valencia Rd #145 Tucson, AZ 85706*

Telephone Number: *520 320-9584*

By signing this document, you are filing an official FCC proceeding. All information submitted, including names and addresses, will be publicly available via the web.

Maureen Wallace

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Sincerely,

Name: **FRED L GOUBY**

Title: **(RETIRED)**

Address: **5951 N. DIXON PLACE, TUCSON, ARIZONA 85741-3602**

Telephone Number: **(520) 445-8064**

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Please fulfill the promises of the ADA! I want functional equivalency. I want choices – in equipment, providers and quality. Please ensure that the VRS services I currently enjoy are maintained.

Sincerely,

Name: *KAREN S. BOVAY*

Title: *RETIRED*

Address: *5751 N. DHEIN PLACE, TUCSON, ARIZONA 85741-3602*

Telephone Number: *(520) 445-8064*

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FCC Mail Room

CG Docket Nos. 03-123 and 10-51

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Sincerely,

Name: Susan Ward

Title: Retired

Address: 1700 Navajo Trl, Woodland Park, Co. 80863

Telephone Number: 719-358-2224

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Name: Danny WARD

Title: Retired

Address: 1700 NAVAJO TRL. WOODLAND PARK, CO 80863

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Sincerely,

Name: John + Vicki Conrad

Title:

Address: 2276 Magnolia Ln - Green Bay, WI 54304

Telephone Number: 920-569-2039

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Sincerely, *Sam Cole*

Name:

Title:

Address: 1362 Western Ave Apt B1

Telephone Number: (920) 569-2071

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Sincerely,

Name: *Marlene E. Peters*

Title:

Address: *1525 Capital Dr #111 Green Bay, WI 54303-2218*

Telephone Number: *920-569-2067*

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Sincerely,

Name: Sherell Reyes

Title: AS

Address: 1362 Western Ave Apt B1

Telephone Number: (920) 569-2063

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Sincerely,

Name: Patricia Molik

Title:

Address: 2791 Viking Dr. 1B Green Bay, WI 54304

Telephone Number: 920-569-2055

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Name: *Eric Effertz*

Title:

Address: *130 Badger Terrace Apt. 110 Green Bay, WI 54303*

Telephone Number: *920-569-2184*

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I understand the FCC is considering changes to VRS. I do not agree with the FCC's proposals. They would change the way I communicate and I am afraid the quality of VRS would be bad.

My focus is on *quality* VRS! I do not want to use "off-the-shelf" products and software designed by hearing people. One of the aspects I like about my VRS equipment is that it gives me features that my hearing family and friends have. I like using technology that was created for deaf people.

I do not want the rate changes being considered by the FCC to go into effect and my ability to enjoy VRS as it now is to change. I'm worried that some VRS companies will go out of business or stop providing the good services I use every day. I don't want the quality of service to change and for deaf people to have to take a step backwards. It is critical that the VRS program continues to deliver deaf-oriented products and quality service. Please do not take that away from us!

Sincerely,

Name: *Patti York*

Title:

Address: *33024 N. 225th Ave, Wilmann, AZ 85361*

Telephone Number: *480-347-9470*

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Name: *Victor York*

Title:

Address: *33024 N. 225th AVE, Wittmann, AZ. 85361*

Telephone Number: *480-344-9470*

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